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Signed: Cindy S. Kaplan

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appln. No. : 10/840,126 Confirmation No.: 7255
Applicant : Robert Olsen et al.
Filed : May 5, 2004
TC/A.U. : 2419
Examiner : Salman Ahmed

Docket No. : CISC856
Customer No. : 26541
Title : HIERARCHICAL QoS BEHAVIORAL MODEL

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT D

Sir:

In response to the Office Action of May 1, 2009, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 10 of this paper.